

PSRA SPOTLIGHT

VOLUME I ISSUE I

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Message from the Executive Director Rosalyn Campbell

With much perseverance, the PSRA as it strives to deliver an efficient customer focused service, embarked on several activities in 2007:

The remodeling/refurbishing of our offices to reflect a more modern and customer friendly environment; and to facilitate a professional service

delivery atmosphere.

The launch of our website to permit accessibility to our customers who require application forms and data; and later to permit applications online.

Most importantly, our bold task to develop a new database system. The antiquated fifteen year-old system has served the Authority well, but is just too outdated to permit delivery of the quality service the Authority is committed to providing its customers.

The collaboration with

Heart Trust/NTA/NCTVET completed the training of assessors to permit the commencement of the Level I training for security guards. More details will be provided in our next issue.

2007 concluded with the promotion of nine staff members – some to senior positions in the Authority. Congratulations to all of you - this is an indication of the faith we have in you. Do not disappoint yourselves, or the public whom we serve.

A special thank you to the newsletter team – it took two years, but better late than never. Thanks again everyone – **Job Well Done.**

Meet the News Letter Committee

(R-L) Editor – Jillian Shepherd, Coordinator – Claudia Stewart. Reporters - Shaan Morrison, Adriana Irons Carmelita McDonald and Courtney Jones .

We are happy to present to you the first issue of our News Letter **PSRA SPOTLIGHT.**

This is the magazine for everyone. We welcome your contributions and suggestions.



Staff Luncheon And Awards Ceremony

Adriana Irons

The Christmas season brings with it the usual Court Hotel on Wednesday, December 12, 2008. Our PSRA



Most Outstanding award presented to Adriana Irons by Dr. Ann Marie Barnes (Chief Technical Director MNS)

round of festivities and office parties for most businesses in Jamaica and the PSRA of course is no different and so our Christmas luncheon was held at the Knutsford

team was joined by the Permanent Secretary Mr. Gilbert Scott, the Chairman, Major Winston Dwyer and other members of the Board of Directors. We also had from the



Most Helpful award presented to Brenton Hall by Mr. Gilbert Scott (Permanent Secretary MNS)



Most Meticulous award presented to Rochelle McCollin By Mr. Crafton Miller (Board member)

which reflected the festivity of the holiday season. The ambiance was delightful and the food was lovely. The staff and guests chatted and joked with each other whilst being serenaded with beautiful music by Phebe-Ann Henry and Adrian Hemans from the Edna Manley School of Music.



Most Improved award presented to Jacqueline James by Major Winston Dwyer (Chairman)

Ministry of National Security Principal Financial Officer, Ms. Jaycinth Jarrett.

The room was beautifully decorated with decorations

Our Chairman Major Dwyer addressed the gathering with a very inspiring speech and the Executive Director Rosalyn Campbell awarded some staff members in the following categories:

Adriana Irons most outstanding employee, Rochelle McCollin most meticulous, Jacqueline James most improved and Brenton Hall most helpful. Pictures were taken to cement the memories. All in all it was an excellent afternoon and enjoyed by all staff members.

SCENES FROM THE LUNCHEON



The Chairman shares a "light moment" with Executive Director and Ops. Manager



Marcia Hector, Joy Cooper, Velma Buckley, Rochelle McCollin.



Claudia Stewart, Jillian Shepherd, Adriana Irons, Paul Ricketts



Courtney Jones



Mersie Wright, Juliet Patterson, Sharon Coombs, Carol Myrie, Phyllis Watson



Samantha Dawes, Jacqueline James, Yvette Wright, Brenton Hall, Khamoy Mills, Jamilia Stewart

New Look for a New Direction

Courtney Jones

“Wow” or “I thought I was somewhere else” or “is this really the PSRA”, these are the words that

expansion to the present space we now occupy. **Like the walls of Jericho the walls that have separated us have fallen down**, transforming us into an open office which is a reflection of the 21st Century office atmosphere.

This new atmosphere is welcomed by customers as it is pleasing to the eyes and well ventilated. Most of all, it takes away the perception from the client that he/she is not being attended to and that persons are sitting behind closed doors all unconcerned. They can see and say that **“I am not waiting in vain, like Bob Marley”**. Thus they can feel like they are the proverbial **kings and queens, where the customer is first**.

But no change or im-

provement is without hard work, displacement and sacrifice, and as such, things were not always smooth. Many thanks to our contractors, we have accomplished the mission. The refurbishing project was spearheaded by the management team but the support of almost every staff member was evident in the process. The staff was very cooperative in this exercise as business continued during the process. Work was done on the weekends and several mornings staff members were on spot cleaning up for the business day.

The project lasted for about six (6) months and was basically completed in

“Like the walls of Jericho the walls that have separated us have fallen down”



Ms. Coombs (Senior Assessment Officer) seen here serving a customer despite the obvious inconvenience

have escaped the lips of many clients (*old and new alike*) on their entry into our offices. One is greeted with a new look, recently refurbished office which is an indication of our commitment to deliver quality service in 2008 and beyond. This is the second refurbishing that has been done by the Authority since its inception in 1993. The first of these refurbishing came in the year 2000, which also included an



The end result

five (5) phases:

Relocation of the Lunch Room and Board Room. The Lunch Room now includes a TV set which provides entertainment for staff while having their lunch. The Board Room was also renovated, and in order to facilitate our new customer focus it serves (Cont. on Page 5)

also as an in-house Training Room. It has also been outfitted with a multi-media projector.

Removal of walls / partitions in the office

Removal of the car-

peting and replacing it with ceramic tiles.

Painting

Installation of new furniture and equipment.

The PSRA would like to thank all who assisted in making this project a reality. We must thank our many customers/clients for their patience, encouragement and appreciation during the phase that saw us emerging from a caterpillar in a cocoon to butterfly, a thing of beauty ready to serve our public.



The New look after Renovation

Meet The New Board of Directors



In July 2006, the Private Security Regulation Authority in collaboration with the HEART Trust/NTA held a seminar at which they informed the Private Security Industry of the implementation of a National Training Programme for the Private Security Industry known as Industrial Security Operations NVQ-J Level 1.

In an effort to impress on the Private Security Industry the urgency of full certification and also as a reminder of the "cut off" time, the Authority in February 2008 sent letters to licensed companies in the industry. The HEART Trust now has the assessors and trainers in place and we are ready to go.

To empower firms to provide training for their guards and facilitate a smoother and speedier transition to the required standards, companies are also invited to encourage their training personnel who possess the requisite qualification to pursue NVQ-J Level 4 Training and Assessment Certification Course.

The Authority implores all companies to get on board as within three (3) years they will not be able to register/renew their company and by extension, receive a licence, if their guards are not NVQ-J certified.

Top row from left to right: Major Winston Dwyer (Chairman), Mr. Kenneth Benjamin, Mr. Ferris Ziadie, Mr. Gilbert Scott (PS MNS).

Bottom row from left to right: Mr. George Soutar, Mr. Lester Spaulding, Mr. Crafton Miller, Mr. Dennis Morgan.

Missing from photo Dr. Trudi Stewart-Gaynor.



Shaan caught up with Mrs. Wright who has been with the Authority since its inception in 1993. After fifteen years Mrs. Wright goes off on retirement

“ I used to watch his legs walking around as he looked for me”

SM: What were your expectations joining the Authority, and have they been realized?

MW: None really, I was not expecting Mr. Moss to invite me to come with him, but when he did, I did not hesitate. I have no regrets, it was good working with him he would always help and encourage me about life.

SM: What is your most memorable moment working with the Authority?

MW: Hiding under the Conference Room table from Mr. Moss. I used to hide under it and fall asleep as there was not much to do those days as there was only three of us here (Miss Coombs, Mr. Moss and myself). I used to watch his legs walking around as he looked for me.

SM: Has your experience at the Authority been any different from time spent at the Minis-

GOOD BYE

try (National Security)?

MW: I worked part time at the Ministry so I did not spend much time with the day staff even though I was with them for nine (9) years. Any way for the little time of day I saw them, we got along well. I don't want to mention Mr. Moss again but he made my time (at the Ministry) memorable, he did not pressure me a lot. Here (at the Authority) I have a good relationship with most members of staff, they are my children.

SM: Mr. Moss, Mr. Moss, I notice you always go back to Mr. Moss, how about your relationship with the other Executive Directors at the Authority?

MW: Well Mrs. Ellis-Scot was fine, a nice lady. Ms. Campbell and I get along well too; she is kind and good to me. Everyone has been good to me, but Mr. Moss is my

favourite.

SM: Going off, what words of wisdom would you like to leave with the Authority?

MW: My advice would be to work in unity. Remember people are not perfect we just have to cooperate. Love one another and remember that God is love and as the scripture says “Love covereth all”. And yuh know mi really want unu fi live good

.SM: You are an ardent Christian Mrs. Wright, which Biblical character would you liken yourself to?

MW: Paul, more than all, he has been through a lot of trials and tribulations, but he never stopped loving.

SM: Does it sadden you to be leaving the Authority?

MW: Yes, it saddens me but my time has come and there is no turning back the hands of time.

WELCOME

Claudia Stewart



IT Department

Carmelita McDonald



Executive Director's Office

Tracy-Ann Scott



Accounts Department

Shana Kay Earl



Registry Department

IT UPDATE

The PSRA has launched its website, find us online at www.pusra.gov.jm.

The site provides downloads of the information required for application processing eg. the list of applicable fees, list of requirements etc. Additionally, application forms can be downloaded in Microsoft word, completed electronically and emailed back to us.

Applicants will also get the option to apply online, this feature will be implemented in the next phase.

We welcome your feedback regarding any content that was not included in the website.

Work is under way for the construction of a new database system. This will be web based and will provide reporting data for analysis which will help staff to keep track of all individual security guards and security companies. The new system will integrate with the identification

system currently in use to produce the IDs for each guard.

The P.S.R.A has recently acquired a Multimedia Projector, departments can utilize this equipment in their training, presentations sessions etc, however you may want to book in advance.

The following list represents the email addresses provided by the Ministry of National Security. Please endeavour to use the address that applies to you in all business related communication.

- psra.inspect@mns.gov.jm (Inspection)
- psra.assess@mns.gov.jm (Assessment)
- psra.sysadm@mns.gov.jm (IT)
- psra.accounts@mns.gov.jm (Accounts)
- psra.registry@mns.gov.jm (Registry)
- psra.mail@mns.gov.jm (General)

Events

Retirement Party (Mrs. Wright)	March 14, 2008
Games Evening	March 28, 2008
Customer Service Training	Jan. Feb 2008



Phyllis Watson	February 6
Marcia Hector	March 4
Mersie Wright	March 13
Adriana Irons	March 18



Private Security Regulation Authority

Ministry of National Security

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Kingston Mall

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E-mail: psra.mail@mns.gov.com

Thoughts

I make a pact with myself that every day I will ...

Never take anything personally. Nothing other people do is because of me. The way they act is down to their life experiences and I should never let it worry me.

Think before I speak. Not speaking with integrity or gossiping creates negativity. I will always say what I mean and ask for what I really want.

Not make assumptions. I will find the courage to ask questions when I'm unclear about something. And I will not assume that another person knows what I want without me explaining it.

Always do my best. If I do this I will never look back with regrets or worries.

The P.S.R.A. is a Statutory Body under the Ministry of National Security charged with the responsibility to monitor and regulate the operations of:

- Contract Security Organizations
- Proprietary Security Organizations
- Private Security Guards
- Private Investigators
- Security Trainers

The Authority is established under the P.S.R.A. Act, 1992 and is headed by a nine (9) member Board with a Secretariat of twenty six (26) members of staff, led by the Executive Director who is the Secretary of the Board.

As part of the main functions the Authority has to:

- ✦ Grant, refuse, suspend or cancel licences or registration cards issued to the Private Security industry.
- ✦ Consider and determine applications made under the P.S.R.A. Act for registration and licencing and the renewal of said licences.
- ✦ Take all lawful measures it may consider necessary or desirable to assist it in carrying out its functions under the Act.

MISSION

**To promote international
and professional standards
and practices in the Private
Security Industry**